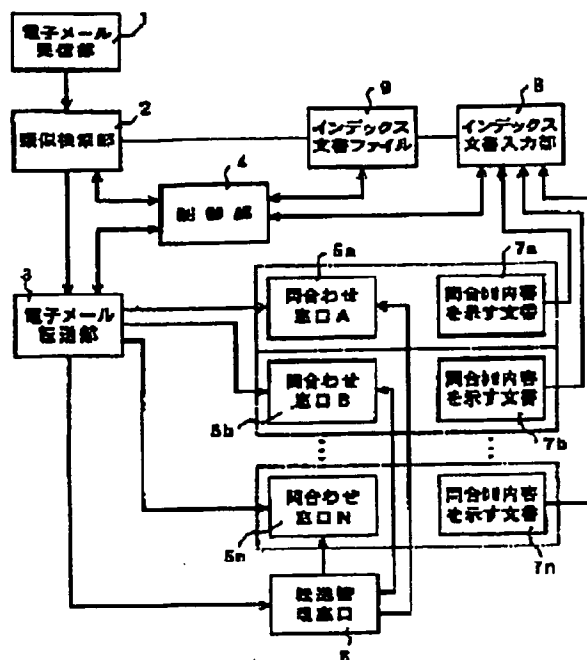


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 APPLICANT : HITACHI INFORMATION SYSTEMS LTD;
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 TITLE : ELECTRONIC MAIL TRANSFER METHOD AND RECORDING MEDIUM WITH ELECTRONIC MAIL TRANSFER PROGRAM RECORDED THEREIN



ABSTRACT : **PROBLEM TO BE SOLVED:** To provide an electronic mail transfer method capable of specifying a transfer destination more accurately and also more quickly by specifying the transfer destination of a received electronic mail based on the text contents of the received electronic mail.

SOLUTION: This electronic mail transfer method where an electronic mail transferring part 3 transfers a received electronic mail in which plural kinds of inquiry contents are text to plural inquiry windows 5a to 5n according to the kind of an inquiry content preliminarily produces a document showing a kind in charge of inquiry in each of the plural windows 5a to 5n and stores these produced documents in a document index file 9. Each time a received electronic mail arrives, a similarity retrieving part 2 retrieves the similarity between the inquiring text of the received electronic mail and each produced document in the file 9 and an electronic mail transferring part 3 transfers the received electronic mail to the window 5a to 5n corresponding to the produced document whose similarity is the highest.

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